

027 - DEPARTMENT OF CHILD SUPPORT SERVICES

Operational Summary

Mission:

To enhance the quality of life for children and families by establishing and enforcing court orders for the financial and medical support of children in an effective, efficient and professional manner.

Strategic Goals:

- The following three goals have been established to align with the State Department of Child Support Services' performance expectations:
 - 1. Increase net distributed collections by 3.0%
 - 2. Increase percent of collections on current support to 54.9%
 - 3. Increase percent of cases with arrears collection to 63.0%

Key Outcome Indicators:

Performance Measure	2004 Business Plan	2005 Business Plan	How are we doing?
	Results	Target	
PATERNITY ESTABLISHMENT PERCENTAGE What: Measures the percentage of children in the caseload for whom paternity was established. Why: Paternity establishment is a prerequisite to establishing a medical/monetary child support order.	For FY 03/04, CSS achieved a 10.6% increase in performance in this measure. Paternity has been established for 92% of the children in the caseload born to unmarried parents. This was due primarily to staff's critical review and monitoring of case actions.	CSS will strive to improve casework efficiency for paternity establishment to achieve an overall percentage of 92.5%	CSS continues to exceed the Federal Performance Standard of 50% with an establishment percentage of 92%.
CASES WITH A SUPPORT ORDER ESTABLISHED What: Measures the percentage of cases with an order established for child support. Why: An order must be established before support can be collected.	Court orders have been established for 78.9% of the cases requiring support orders.	Increase the percentage of cases with a child support order by 1%	Percentages have stabilized, but CSS continues to exceed the Federal Performance Standard of 50% by establishing a support order in 78.9% of the cases requiring support orders.
COLLECTIONS ON CURRENT SUPPORT What: Measures the amount collected for current child support as a percentage of the total amount due. Why: Collection of current support enables a family to meet basic living and medical needs.	For FY 03/04, CSS achieved 3.6% growth in this measure, collecting 52.2% of current child support.	Increase collections on current support to achieve an overall percentage of 54.9%	CSS exceeded the 40% minimum Federal Performance Standard by achieving 52.2% of collections on current support due. This is a result of efforts at targeted projects, case cleanup and the establishment of reasonable orders, along with the impact of the ARS child support system.

At a Glance:

Total FY 2004-2005 Projected Expend + Encumb:	52,947,661
Total Recommended FY 2005-2006	55,138,862
Percent of County General Fund:	2.11%
Total Employees:	753.00

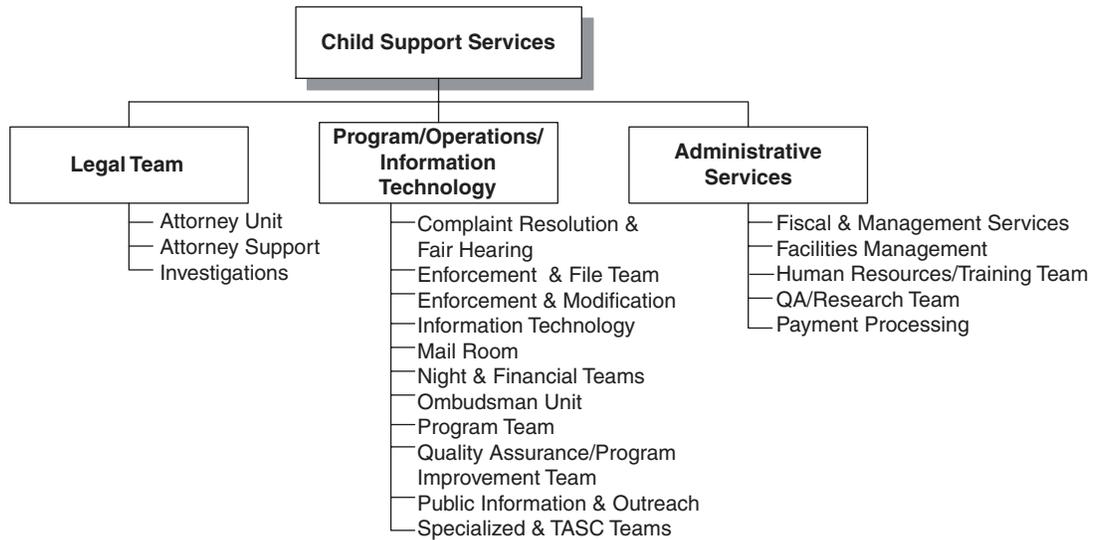
Key Outcome Indicators: (Continued)

Performance Measure	2004 Business Plan	2005 Business Plan	How are we doing?
	Results	Target	
<p>CASES WITH ARREARS COLLECTIONS</p> <p>What: Measures the percentage of cases with past due child support in which some collection was made.</p> <p>Why: As with current child support, payment on arrears provides a family with income to meet basic needs.</p>	<p>CSS collected on 59% of cases that have child support arrears owed. This was due to projects focused on collecting the arrears, and considering personal finances of the non-custodial parent; upon a verified change in circumstances, the court order is modified.</p>	<p>Increase the percentage of cases with collections on arrears by 7%</p>	<p>CSS exceeds the Federal Performance Standard of 40% by collecting from 59% of cases that have child support arrears owed. CSS will continue to partner with non-custodial parents to improve working relationships, reduce past due amounts by establishing financially appropriate orders.</p>

FY 2004-05 Key Project Accomplishments:

- Net distributed collections increased from \$167.1 million in FFY 2002-2003 to \$172.1million in FFY 2003-04.
- CSS achieved an overall compliance rating of 92%, exceeding the state and federal requirements of 80% compliance in the areas of case review, expedited process, and program administration.
- Orange County has led the five largest California counties in percent of current support collected for the past six years.
- The simplified non-welfare application developed and implemented on 6/17/03 has increased distributed net collections by \$1 million.
- Implementation of payment by Credit/Debit Card provides noncustodial parents the option of paying by credit card for a nominal convenience fee. This payment option has increased distributed net collections by \$1.3 million.
- Implementation of the State Licensing Match System (SLMS) program, has been enormously successful and resulted in an increase of \$3.5 million in distributed net collections.
- Efficiencies in processing and distributing payments were also achieved through the implementation of an automated payment system known as Open Scan. CSS also initiated electronic fund transfers from employers. Both programs greatly increased the efficiency of payment processing operations.
- Realized \$0.5 million in savings by outsourcing printing and mailing services.
- Implemented a Professional Development Academy to facilitate succession planning.

Organizational Summary

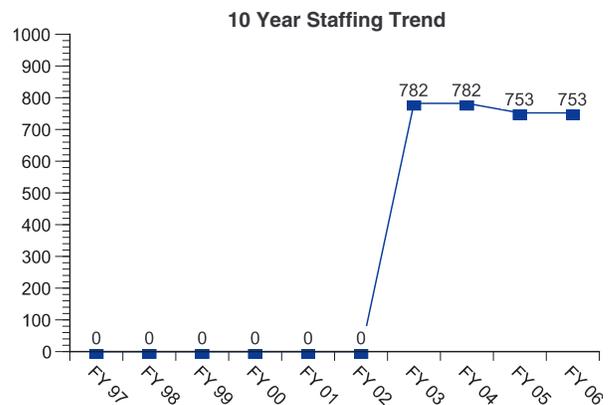


PROGRAM/OPERATIONS/INFORMATION TECHNOLOGY - This division is responsible for the opening, establishment, modification and enforcement of child support orders. Case management staff serve as primary customer service representatives and take administrative enforcement actions that do not require court intervention. This division also provides computer technical support, systems applications, and systems security.

LEGAL TEAM - This division provides legal guidance and advice associated with family support. Legal staff handle all matters that go before the court, including obtaining court orders to establish paternity and financial child support, modification of existing child support orders, and civil enforcement actions.

ADMINISTRATIVE SUPPORT SERVICES - This division handles the accounting and distribution of child support payments and provides administrative support and training for the department. Support services includes budget/fiscal, purchasing, human resources, management services, research, facilities management, as well as, training resources to address the department's broad range of training needs.

Ten Year Staffing Trend:



Ten Year Staffing Trend Highlights:

- CSS has no changes to budgeted positions in FY 2005-06. To operate within the current level of funding, CSS continues to implement an internal hiring freeze, reduce the Extra Help workforce and eliminate overtime except for critical situations.



Budget Summary

Plan for Support of the County's Strategic Priorities:

The Department of Child Support Services does not have any projects defined as Board Strategic Priorities. CSS strives to improve efficiency and responsiveness while maintaining costs within our 100% State and Federal funding in order to avoid impacting net county costs.

Changes Included in the Recommended Base Budget:

The Federal and State Allocation for CSS is expected to decrease from the FY 04-05 level of \$56.1 million to \$56.0 million. The net reduction of \$0.1 million is primarily due to savings recognized from maintenance contracts, software licensing contracts and reduced IP addresses in the categorical funding known as EDP that can only be used for Information Technology (IT) staffing, services and equipment. CSS has included \$0.3 million in trust fund revenue in the budget submittal to offset one-time purchases in FY 05-06.

The initial FY 04-05 appropriation for Orange County's portion of the State's assessed Federal Automation Penalty was removed in a midyear adjustment. The recommended base budget does not include any appropriations for the penalty.

Proposed Budget History:

Sources and Uses	FY 2003-2004	FY 2004-2005	FY 2004-2005	FY 2005-2006	Change from FY 2004-2005	
	Actual	Budget As of 3/31/05	Projected ⁽¹⁾ At 6/30/05	Recommended	Projected Amount	Percent
Total Positions	-	753	753	753	0	0.00
Total Revenues	56,998,387	56,941,347	56,966,065	56,738,862	(227,203)	-0.39
Total Requirements	57,650,521	55,341,347	52,959,383	55,138,862	2,179,479	4.11
Net County Cost	652,134	(1,600,000)	(4,006,682)	(1,600,000)	2,406,682	-60.06

(1) Requirements include prior year encumbrance and expenditures. Therefore, the above totals may not match FY 2004-05 projected requirements included in "At a Glance" (Which exclude these).

Detailed budget by expense category and by activity is presented for agency: Department of Child Support Services in the Appendix on page page 492

Highlights of Key Trends:

- Orange County has continued to meet or exceed Federal Performance Measures in paternity establishment percentage, percent of cases with a support order established, percent of collections on current support, and percent of cases with arrears collections. The success of CSS plays a key role in assisting families achieve and maintain self-sufficiency.
- CSS has sustained increases in overall collections, in collections per case, and in cases that require the establishment of paternity and court orders. CSS also strives to ensure that quality assurance and program improvement are integrated into the services provided.
- CSS will continue to evaluate existing programs and implement processes for more efficient and effective programs and business practices.

Budget Units Under Agency Control:

No.	Agency Name	Department Of Child Support Services
027	Department of Child Support Services	55,138,862
	Total	55,138,862



027 - Department of Child Support Services

Summary of Proposed Budget by Revenue and Expense Category:

Revenues/Appropriations	FY 2003-2004		FY 2004-2005		FY 2004-2005		Change from FY 2004-2005	
	Actual	Budget	As of 3/31/05	Projected ⁽¹⁾	As of 6/30/05	Recommended	Projected	Percent
Intergovernmental Revenues	\$ 56,707,386	\$ 56,287,618	\$ 56,711,065	\$ 56,163,016	\$ (548,049)		-0.96%	
Charges For Services	57,534	60,000	46,000	50,000	4,000		8.69	
Miscellaneous Revenues	233,467	593,729	209,000	525,846	316,846		151.60	
Total Revenues	56,998,387	56,941,347	56,966,065	56,738,862	(227,203)		-0.39	
Salaries & Benefits	41,898,614	42,022,992	40,976,573	42,216,795	1,240,222		3.02	
Services & Supplies	10,941,367	11,570,864	10,365,419	11,064,509	699,090		6.74	
Other Charges	4,534,751	1,602,491	1,602,491	1,683,870	81,379		5.07	
Fixed Assets	275,789	145,000	15,000	173,688	158,688		1,057.92	
Intrafund Transfers	0	0	(100)	0	100		-100.00	
Total Requirements	57,650,521	55,341,347	52,959,383	55,138,862	2,179,479		4.11	
Net County Cost	\$ 652,134	\$ (1,600,000)	\$ (4,006,682)	\$ (1,600,000)	\$ 2,406,682		-60.06%	

(1) Requirements include prior year encumbrance and expenditures. Therefore, the above totals may not match FY 2004-05 projected requirements included in "At a Glance" (Which exclude these).